

BMS2094 Improving Communications at Work

PURPOSE:	To provide field and office personnel with appropriate skills to communicate better with supervisors and other co-workers
LEARNING OUTCOMES:	Upon completion of this course, learners will be able to : <ul style="list-style-type: none">• Learn effective communication and listening techniques• Help participants understand how they are perceived• Help participants give and receive feedback
CONTENT:	This course focuses on: <ul style="list-style-type: none">• Improving communications and listening skills with co-workers, peers, and supervisors• The effects of perception on our communication• Techniques for giving and receiving criticism, directions, and compliments
METHODS:	The course will begin with a pre-assessment and an introduction of communication styles and techniques. The learners will then have an opportunity to discuss individual skills and practice using case scenarios. These activities will be followed by examination of specific problems and an opportunity to ask questions. The course will conclude with a post-assessment and a post-course plan of action. A course evaluation is provided.
LENGTH:	4 Hours / 1 Session
AUDIENCE:	Employees who desire to enhance their communication skills.
PREREQUISITES:	None
CEU CREDITS:	.4 CEU Credits